

First Responders Workshop Evaluation Results

Thank you all for taking the time to fill out the evaluation form and for sharing your thoughts about how the First Responders Workshop can be improved. Your feedback was candid, informative, and will help us provide better workshops in the future. Your **overall workshop rating was 3.8**. According to the Central Training Academy's national standard for conferences and workshop this exceeds the national average. Using a five point scale, where 1=poor, 2=fair, 3=good, 4=excellent, and 5=outstanding, studies indicate that evaluation averages tend to range from 3.0 to 4.0 and are closely cluster around a mean of 3.6. Small deviations reveal the overall quality of a workshop or conference. An overall rating between 3.0 and 3.5 means improvements are needed. Overall ratings between 3.7-3.8 are above average and ratings between 3.9-4.0 are considered exceptional. I am very pleased by your positive perception of the First Responders Workshop but recognize there is room for improvement. Table 1 contains a summary of the questions you were asked to rank.

TABLE 1. FIRST RESPONDERS WORKSHOP RATING RESULTS

QUESTION	Average Response (1-5)
1) How would you rate the Registration process?	3.8
2) How well were you informed of conference agenda and events?	3.4
3) Organization of the workshop was	3.8
4) Presentation of the information and concepts was	3.5
5) Materials (e.g., handouts) were	2.0
6) Training aids (slides, videos, etc.) were	3.4
7) The session structure was	3.5
8) Overall, the quality of the presentations was	3.7
9) The exhibits, displays, and booths were	3.2
10) Quality of the food and beverages was	4.1
11) The service provided by the hotel staff was	4.2
12) Overall rating of this workshop was	3.8

The one message that rang clear in your comments was that in future workshops we must do a better job of providing handouts. That said, we are posting as many of the presentations on our website (www.lanl.gov/orgs/chs) as possible. I would also invite you to send any links or items for posting that you have pertaining to First Response. Other survey results indicate that people were split on the use of the website, fax, or phone for registering. This may be indicative of the diversity of our participants. We relied on our website, organizational distributions, and word of mouth for advertising and for keeping people informed. We don't have an answer for what is the best way to advertise, but will try to improve in that area as well.

The following sections contain written responses to the other questions that were asked in the workshop survey. The responses were very well thought out and poignant and will most assuredly be used to help us make the sessions, presentation, structure, and overall organization of our next workshop better. Thank you all for your feedback. All responses are included, but where there appeared to be redundancy, we tried to list only one.

1. WHY YOU ATTENDED

1. New Assignment to Homeland Security.
2. Liked what I saw on agenda.
3. Lectures pertaining to homeland security funding and support issues.
4. To receive information on First Responders and Terrorism.
5. Collect data to enhance tools for first responders.
6. Collect information for my program and find experts.
7. Information on Weapons of Mass Destruction response.
8. Awareness of Homeland Security issues, particularly those related to NM.
9. Looking for funding sources.
10. To inform 1st Responders, emergency managers, and National Lab staff about free training provided by the Department of Homeland Security, Office of Domestic Preparedness.
11. Thought it was important to be updated on what LANL, SNL, and the State of NM are doing about possible WMD incidents.
12. Experience
13. To learn about overall Homeland Security issues for 1st Responders - what should our hospital be preparing for?
14. I needed to know what Homeland Security 1st Responders was all about.

15. To discover opportunities for funding, as police officer, and community 1st responder.
16. Further personal education in Homeland Security and 1st Responder issues. Gather information for use by New Mexico Mounted Patrol and networking with HS professionals.
17. Roles in EMS at LANL.
18. Networking, looking for ideas for strategic planning and response guidelines.
19. To enhance job skills/knowledge - redirection of career goals.
20. To network with other responders.
21. To obtain most current info on response capabilities of agencies, and Lab offerings.
22. Because the New Mexico Environmental Department supports First Responders.
23. To get information for the preparation of hospital preparedness.
24. As a first responder, I wanted to be aware of current issues, training, funding, etc.
25. To learn about Homeland Security and become active in preparing for and making a difference in any disaster response.
26. To be involved with DOH/DPS on NPS implementation.
27. I wanted to learn more about the available resources for NM's Ambulance Services.
28. To learn opportunities/training and funding available to private entities who participate in first response.
29. To get a better understanding of Local/State homeland security responder framework.
30. To gain more information as to what is expected of first responders and to network.
31. Needed more information to assist in preparation of our department for Homeland Security issues.
32. Currently work with INS and Border Security Management.
33. I will be hosting a workshop in June and wanted to observe.
34. To learn more about Homeland Security.

2. WHAT YOU WOULD LIKE TO SEE ADDED TO THE WORKSHOP

1. Discussion of other New Mexico State Legislation.
2. State level discussions on radio interoperability Issues and solutions. Discussions with Fed & New Mexico Homeland Security Departments and how they involve us.
3. Really enjoyed first morning but 1st responders around me commented on it being too technical.
4. Ways to improve Emergency Medicine and disaster response in New Mexico w/o trampling on civil rights.
5. Shorter sessions or breakouts.
6. More directed to the first responder.
7. List of exhibitors and what types of things they will be exhibiting.
8. More reality and actual assistance than just theory and analysis.
9. Response focused breakout sessions.
10. More emphasis on hospital workers as First Responders - Rural Response vs. Urban.
11. More grass roots assistance for 1st responding agencies.
12. More roundtables and Q&A.
13. Have exhibits open for both days.
14. Have more time for different breakout sessions where the participants discuss their issues/problems and the group discusses possible solutions, persons/groups to contact, etc.
15. I anticipated more presentations directed toward 1st Responders in a practical useful manner. Instead most of the presentations were informative.
16. A facilitator.
17. More hospital specific issues - training.
18. How to coordinate with local agencies and government/city.
19. I would like to see more handout material from the different sessions I attended.
20. More detail, i.e., what people have done, what works and does not work.
21. Exact training.
22. Handouts from each speaker available either hardcopy or CD.
23. More specific issues facing New Mexico - be more state specific.

24. Hands on simulations.
25. Workshop for developing/writing Response Guidelines (SOPs, SOGs).
26. Equipment evaluation and recommendations for standardization.
27. Planning specifics for regional response and interoperability.
28. Financing.
29. More exhibit/contact time with vendors.
30. More state agency exhibits or contacts.
31. FBI Interaction and Representation.
32. FBI presentation on conditions and situations in New Mexico. They do this at the WMD-WG monthly meetings.
33. How to exercise workshop - probably an overview with video, list of scenarios - a basic how to session.
34. More roundtable discussions on issues such as equipment, purchase, funding, etc.
35. More training geared specifically to fire department personnel.
36. How these governmental agencies are going to interface with the private sector (e.g., Ambulance and Hospitals)
37. Handouts on speaker topics.
38. Train-the-trainer sessions.
39. A more precise "grocery list" of things that are expected for each first responder group/ER's to have or to get so they are ready.
40. What specifics need to be in place so all ER's are at the same response level?
41. Training on how to identify critical infrastructure based on knowing how potential terrorist think and target us.
42. Better speakers on communication issues. How to do this job right without jabbering in general.

3. WHAT PRESENTATIONS WERE MOST USEFUL TO YOU

1. Public Service Response, Hospital and EMS response plan, and 1st Response Training.
2. Vulnerabilities, Assessments, Strategic Planning, and Grants.
3. HAZMAT, Agro Terrorism, Chem/Bio/Nuc/Rad.
4. Legislation funding.
5. Funding Assisting.
6. 1st Responder Training (3C), Nuclear and Radiological Concerns (3A), and Infrastructure protection (2A).
7. Bob Redden's and Holly Dockery's.
8. 1st Response (5B), State Health Surveillance (1B), 1st Responder Training (3C).
9. Hospital Response and disaster training, also Public Health surveillance.
10. Grants and Funding
11. Response to Terrorist Bombings - New Mexico Tech.
12. Chernobyl 1st Response Experience, 1st Responder Training (Redden), Municipal Infrastructure (Volz/Hightower/Miller).
13. Chernobyl 1st Response Experience.
14. Hospital Preparedness and Funding.
15. National Guard and 64th Civil Support Team, Radiation Control by S. Fitch, and Response to Terrorist Bombing by R. Campbell.
16. Homeland Security Perspectives, Agricultural Terrorism, and Grants, Funding and Public Safety Grants.
17. Homeland Security Perspectives, Public Health, 1st Response/EMS oriented talks.
18. State Perspective, Paying for Homeland Security, and Role of Media in Crisis Mitigation.
19. 1st Response Training (3C), Public Services Response (1A), 1st Response Training (2C).
20. Chem/Bio/Nuc/Rad (Resnick/Scott), Public Health Surveillance and Response (NMDH), and Community Vulnerability Assessments (G. Chavez).
21. State Perspective, NM State Police, NM Emergency Preparation Legislation Panel.
22. All interesting - Breakout sessions had good focus.

23. Medical workshop, funding workshop, Bob Redden's NM Perspective.
24. Standardized equipment list, Pre-hospital Response, Public Safety Grants.
25. Smallpox, Hospital Response, and Chem/Bio Updates.
26. Paying for Homeland Security, State Emergency Preparedness Legislation, and Public Services Response.
27. The 64th National Guard, Hospital Response Plan, and National Perspective - Holly Dockery.
28. The main presentations were most helpful. The presentations on Wed. afternoon were good, but not helpful.
29. Public Services Response, Homeland Security Perspectives, First Responder Training (3C).
30. Border Security, Critical Infrastructure Concerns.
31. Homeland Security Perspectives, Infrastructure Protection, and Municipal Infrastructure.

4. COMMENTS ON THE PRESENTERS SUBJECT KNOWLEDGE, TEACHING ABILITY, SKILLS, ETC.

1. All well informed - knew the material.
2. Varied.
3. Presenters were well informed in their areas.
4. Not a lot of teaching was done. Mostly information about their organizations.
5. Media presenters were informative, but did not stay on point all the time.
6. Knowledgeable.
7. Most presenters where excellent/knowledgeable.
8. All presenters were excellent.
9. Good. Needed more actual hands-on discussions rather than theory.
10. Very Knowledgeable.
11. Some presenters could not relate to how they fit into the subject matter.
12. Excellent variety of pertinent presenters from local, state, and federal.
13. All presentations were useful and informative.
14. Not a single "poor" presentation.
15. Very Good.
16. Excellent.
17. Excellent diversity of speakers who were well prepared.
18. I appreciated the way the hosting committee organized and conducted the seminar and provided assistance and information in an efficient manner.
19. All good.
20. Overall Excellent.
21. Some presenters seemed to be unfamiliar with the variety of experiential and functional levels in attendance at this workshop.
22. Enjoyed Gloria Chavez, Mack Sewell - both excellent.
23. Presenters were excellent.
24. Most were 8-10 on a scale of ten. Among the best were Holly Dockery, Gary Resnick, Bob Redden, Larry Austin, Rich Melton, and Sasha Simel.

25. Presenters are very knowledgeable of their subjects.
26. Many presenters spoke above the laypersons level.
27. All the presenters knew about their subjects and their teaching abilities were excellent.
28. Very knowledgeable and pretty good presentations. Some presentations could be made a little more detailed.
29. All presenters seemed very knowledgeable about their subject matter.
30. All presenters were very good. Except, I was disappointed in the role of media in crisis mitigation session.

5. WHAT WAS YOUR FAVORITE PRESENTATION

1. All were good and valuable.
2. Radiological control and response information was handed on what to do.
3. State Health Surveillance
4. Bob Redden - great information and resource I can get immediately.
5. Chernobyl 1st Response Experience - very factual, enthusiastic presentation - great impact on what can happen to 1st Responders.
6. 1st Responder Training - Response to Terrorist Bombings and Incident Response to a Terrorist Bombing Training Facility.
7. Grants - Priority interest in grant program and how to apply.
8. Public Service Response - Forthright, factual, relevant information that was delivered with candor and authority.
9. Rob York's demo is what I anticipated from this workshop.
10. Legislation and grants.
11. HRSA project.
12. Disaster Medicine and Hospital Response. Very good HRSA explanation and interesting disaster team information.
13. Chernobyl 1st Response Experience - practical versus theory.
14. Community Vulnerability Assessments subject was of particular interest to me.
15. Legislative panel - they wrote the draft bills and were tracking them.
16. Nuclear and Radiological.
17. Bob Redden's NM Homeland Security Perspective - it was informative on a direct correlation to our plight.
18. Rich Melton – He talked about the Los Alamos Fire.
19. Role of media in crisis mitigation - very relevant to my job. Good interactive discussion.
20. Paying for Homeland Security. The reason for this was because there was a lot of informative information in this session.
21. Hospital Response Plan - M. Richards.
22. Dr. Igor Shafhid's talk on Chernobyl.
23. Presentation by Bob Redden. Good information on Homeland Security Structure and Response in New Mexico.
24. 3C.
25. Border Security

6. HOW THIS WORKSHOP COULD BE IMPROVED

1. Handouts of presentations would have been helpful. Presenters didn't leave material up long enough.
2. More fire chiefs, police commanders, military experts, HAZMAT experts - hands on info for 1st responders.
3. More information for EMCs, not just 1st responders. More on prevention and preparedness at EMC or City/County Administration level.
4. Not sure, good workshop.
5. The pavilion was extremely cold and not conducive to exhibits and lunch.
6. Make breakouts for First Responders.
7. Explain acronyms.
8. Improve nametags - make organization/agency line larger.
9. 1st Responders need help, instruction, and understanding. The mid and senior level managers and staffers don't need as much.
10. Stay on schedule and on time.
11. Please start and end sessions according to time schedule, not one started timely.
12. Sessions rooms very warm - too conducive to yawning!
13. More handout material would be appreciated at the time the instruction is given so that the students could clearly understand it.
14. Break workshop up - Day 1: World, National Concerns, overviews, world over perspective. Day 2: State specific concerns, issues, and how New Mexico Homeland Security agency works - both Federal and State.
15. More info and details in Threat Identification session - Criminal Terrorist.
16. More hands on.
17. Present more information that can be taken back to local agencies and immediately implemented, e.g., planning suggestions and examples.
18. Exercise design that is specific for local work planning and response.
19. Extend the timeframe of the workshop so that all the presentations can be viewed. I know this would seem unreasonable to some but these were topics I would have liked to have seen.
20. More time allotted to hear the presentations.

21. Add more security personnel the first day and then reduce as needed.
22. More audio/visual, speakers with hands on experience, OK City, 9-11 New York, and Pentagon 1st Responders.
23. Talk about different state agencies and what they are doing with Homeland Security.
24. Make handouts available for presentations that I did not attend, but would like more info on.
25. Discussions of media in a crisis. Get true speakers on communication. This topic is very important to DHS. Don't underestimate this important aspect of Homeland Security.

7. WHAT TOPICS YOU WOULD LIKE TO SEE COVERED IN FUTURE WORKSHOPS

1. More on Federal legislation or laws and their impact on State/Local response.
2. I would like to see more training for the first responder in the breakout sessions. Most of the information in these sessions were about the presenter and their organization and what they could do and what the first responder should do to protect themselves and the public they serve.
3. Mainly assist with sending out new information.
4. Weapons of Mass Destruction identification. Explosives device identification.
5. More regional/local perspective information. Rural response and planning and discussions that are pertinent.
6. Table top and disaster exercises.
7. More sessions dedicated to actual 1st responder interests. With concurrent sessions I missed a lot but many were by LANL/Sandia scientist anyway.
8. Recap of practical exercises conducted in New Mexico with a focus on lessons learned and corrective actions taken.
9. Medical.
10. Hospital Preparedness Training for staff. Coordinating with city and county governments.
11. Clinical hands on.
12. Exercise design.
13. Plan Development (nuts and bolts of plan development).
14. Equipment and training evaluations.
15. How to evaluate our plans for their relevance to current intelligence, real threats, and resources.
16. More of the same.
17. FBI interactions. Understanding Terrorist briefing by the FBI.
18. Concerned private EMS is being left out of the Homeland Security Plan. No funding/training are being addressed to Private EMS.
19. More on Homeland Security and their objectives
20. Discussions of priorities and initiatives from Dept. of Homeland Security.
21. Grant writing.

8. ADDITIONAL COMMENTS

1. I'm glad I could come!!
2. Seminar/Workshop was very well organized and conducted in an excellent facility.
3. 1st Responders, FEMA, and WMD training Ops at the next conference are a great idea. Work with NMOEES on FEMA training.
4. Several speakers had no clue as to what 1st Responders need from them.
5. Very nice hospitality and location.
6. I know there are concerns about the current state of threat our country is in, but a CD ROM or disk with all the presentation material would have been very beneficial to me.
7. The main reason the banquet was poorly attended is because many many workshop participants thought the banquet cost an additional \$45 – even for participants. Granted the registration form was clear, miscommunication was rampant. I think you lost 40+ people for this reason.
8. Good to very good overall course. Great hotel!
9. The security staff was understaffed the morning of the first day. While two security men were checking badges and identification, the back door to the main room was open to another door that led to the street. This unprotected area neutralized the effort at the front entrance. When the security force became aware that the rear door was open, after the meeting started, the door was secured. However, the security man placed a chain with a large sign on it stating the door was not to be used. Placing the chain compromised the fire exit. Had the security force been provided with the proper number of support staff, the person who blocked the fire exit may have chosen another way to solve the security problem.
10. I think there is a lot of money being spent at the local level in Albuquerque. I haven't seen any improvement in how we respond and take care of hazmat patients.
11. I would like to see more topics out of the Lab areas. This workshop was more on Lab defense than anything else. Contact all State agencies about workshops.
12. I was attending as a different type of person than was targeted. However, one note is that I did not attend the dinner because I thought I had to have a ticket, which I did not receive in my registration packet.
13. Very good workshop - Nice Job, thanks.